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Figure 1A

-	6	Levels
- RE		Internal Customer IT Management
LA	Management	External Customer IT Management
TE	ivialiagement	Relationship Management Technical Support
		Business Requirements Development
		Implementation Requirements Development
	Requirements	Solution Development
		Time and Resources Estimation
		Solution Approval
		Enterprise IT Architecture Development
DI	Architecture	Domain Architecture Approval
EVE		Enterprise IT Architecture Approval
ELC		Information Architecture Development
)P	Domain	Application Architecture Development
	Architecture	Technology Architecture Development
		Security Architecture Development
		Standard Policies Establishment
	Ctondorde	Standards Development
	Stallualus	Standards Approval
		Standards Publication

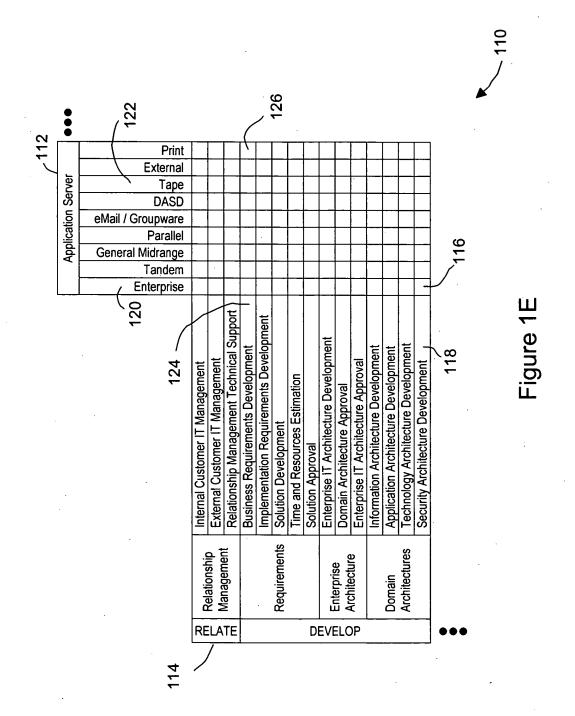
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	The purpose of the "Business Requirements Development" process is to identify and document the business inputs, outputs and schedule requirements, a well as the actors providing inputs or receiving outputs from the requirements.	The Business Requirements Development process includes the following activities:	Identifying and documenting business stakeholder needs, expectations and constraints;	2. Identifying and documenting business drivers and business interfaces (both internal and external);	3. Identifying and documenting schedule and business case requirements;	4. Transforming stakeholder needs, expectations, constraints, and interfaces into business requirements;	5. Defining constraints for verification and validation; and	6. Providing business requirements to the Implementation Requirements process.
١	Bu	siness	Requir	ement	s De	evelop	men	t

Figure 1C

	Classes o	Classes of Elements		_
Client	Server	Enabler	Application	
S	Application Server	Middlebox	Platform Software	_
Desktop	Enterprise Server	ATM Access Switch	Operating System	
Notebook	Specialized Server	FRAD	Database Manager	
Subnotebook	AS/400	Router	Infrastructure Software	
Terminal	Tandem	LAN Switch	Application Server	
3270	Parallel System	LAN Hub	Batch Processing Tool	
5250	Distributed Server	FEP	Database Admin.	
Asynch Terminal	Midrange Server	VPN Concentrator	Diagnostic Tool	

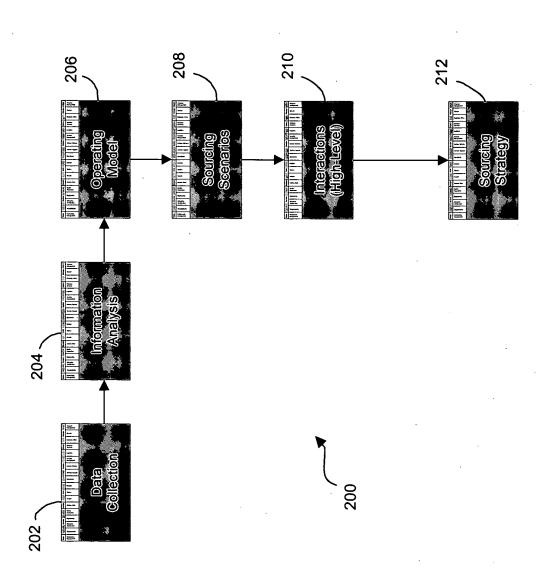
					•
					VRU
					Key System
				шо	Call Recorder
				P2P Telecom	Web Conferencing
			7	P Te	Video Conferencing
			Office XYZ	P2	Audio Conferencing
			Įį.		vMail
an			Įδ		PBX
S				Infrastructure	Database
ass	g			Servers	Print & Store
Example Server Class Span	North America			Application	eMail / Groupware
Ş.	Ā	S		Server	General Midrange
Se	É			Infrastructure	Database
be	ž			Servers	Print & Store
au			L		Print
Ш			nte		External
			ပ္ပ	rver	Tape
			NW Data Center	Application Server	DASD
			Ö	ation	eMail / Groupware
			ź	plics	Parallel
				₽	General Midrange
					Tandem
<u> </u>	L			L	Enterprise

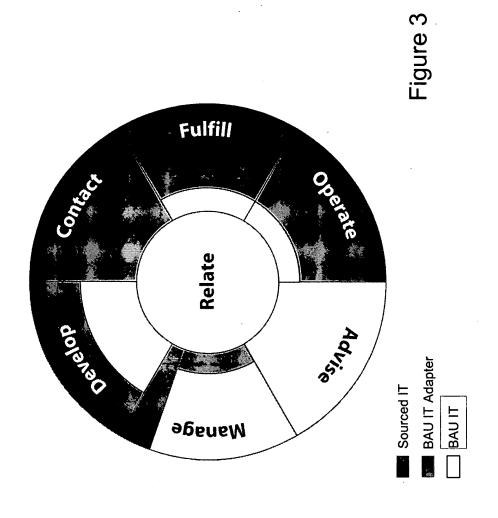


100	Relate	Relationship Management	Workstation User	Telephony User	Self Serve User
	Dev	Enterprise Architecture Requirements			
	Develop	Engineering			
	<u> </u>	Quality Assurance			
	Contact	Service Desk			
		Acquire			
	Fulfill	Deploy			
		Maintain		H	
		Operations	H		
	ō	Service Support	H	H	
	Operate	Service Delivery			
		Security Management	H	H	
		Logistics	\parallel		
	Advise	Advisory Services			
	2	Business Office			
	Manage	Govern			
		Program Management Office			

Figure 1F







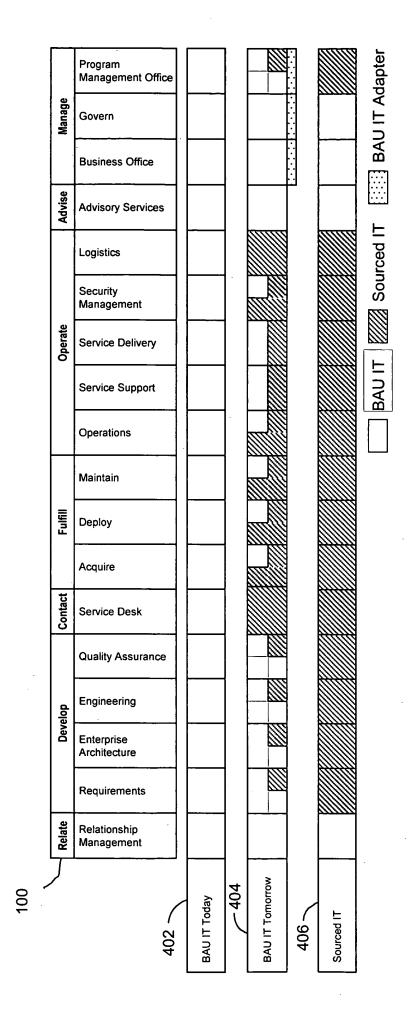
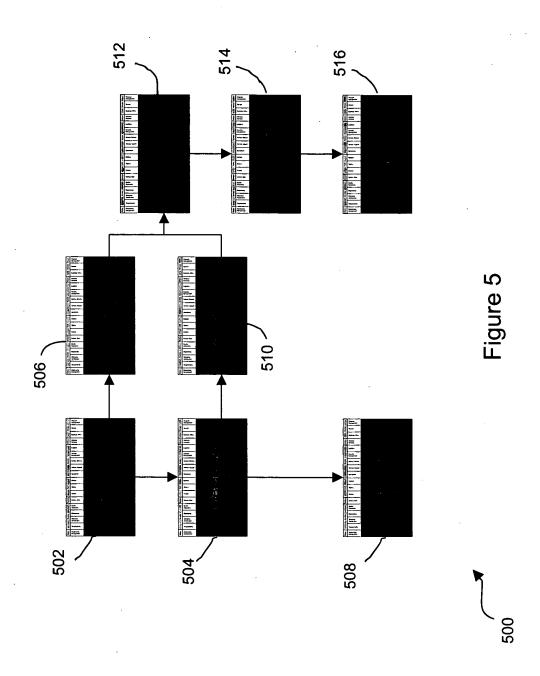
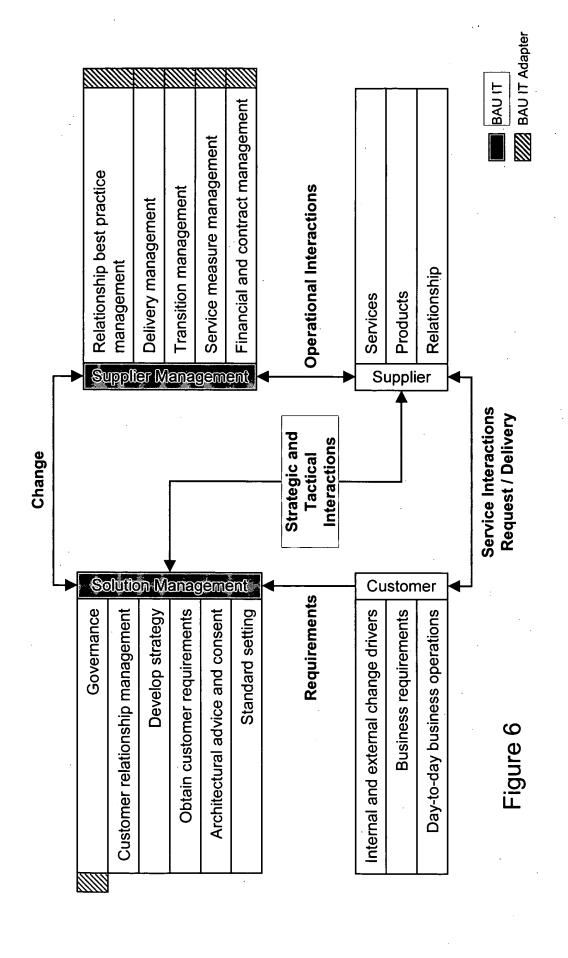
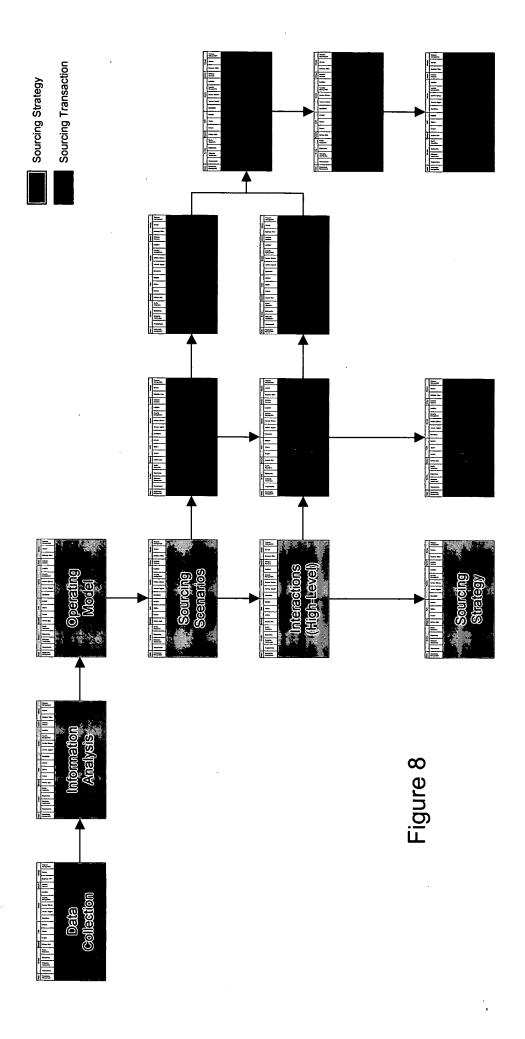


Figure 4





		71	Process Engineering" as it relates to the Services includes, but is not limited to, those activities necessary to continuously maintain	the underlying work processes of the Services (and how they interface with Client's business processes) at a best-in-class level.		Identifying the applicable process objectives (e.g., cost reduction, output speed, quality improvement, etc.)	Documenting, measuring and evaluating the existing processes Identifying the business processes dependencies	Identifying technology and other changes to the Services that require the design of new process	Identifying technology and other enablers that can enhance the processes	Designing new processes to produce the desired objectives	Documenting the new processes, including by developing process maps, textual write-ups, etc. Prototyming or testing the new processes before wide scale release	Developing the resource requirements and functional roles of the personnel to perform the processes		_		o. Tendining a nav assessinan of the process, organizational, technological of other changes associated with new processes			
	702	101	"Proce	the unc	Such ac	 ·	, e		رن ن	ن ن	.` ∝ —	—	10.	+ ;	12	<u>.</u>	••		
004 ر		Relate	Relationship Management	Develop	Requirements	Enterprise Architecture	Engineering	Application Engineering	Platform Engineering	Network Engineering	Process Engineering	Quality Assurance	Contact	Service Desk	Fulfill	Acquire	Deploy	Maintain	
		1. R	1.1	2. De	2.1	2.2	2.3	2.3.1	2.3.2	2.3.3	234	2.4	3. Co	3.1	4. Ft	4.1	4.2	4.3	



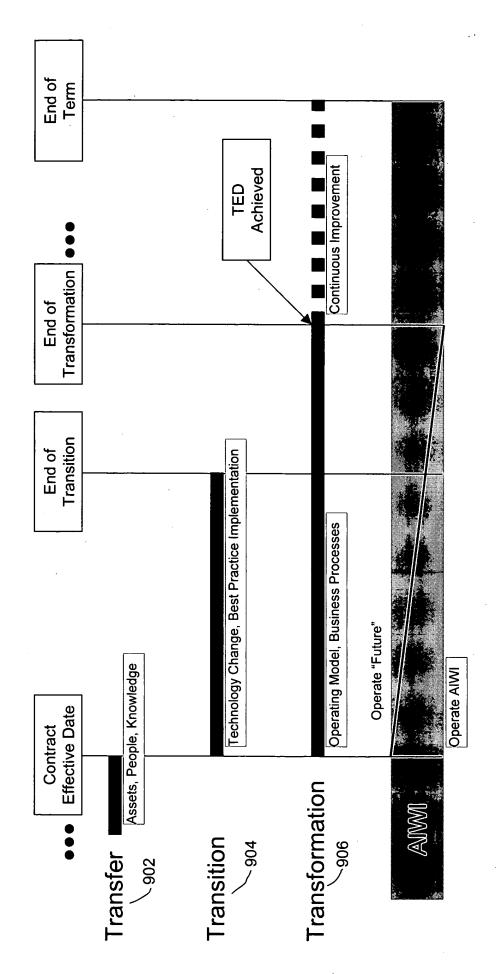


Figure 9

	Requirements	Help Desk	Operations
	Architecture	Reporting	Service Support
Processes	Engineering	Acquisition	Service Delivery
	Quality Assurance	Deployment	Security Management
	Order Entry	Maintenance	Logistics
	PC	Switch	Database Server
	Camera	FRAD	Print/File Server
Tochaclasia	Scanner	Router	Voice Server
	Printer	FEP	CTI
	Telephone	Firewall	Wallboard
	ATM	Circuit	Predictive Dialer
	United States	Data Center	Europe
	Canada	Location Types 1, 2, 3	Asia
Geographies	New York	Home	South America
:	Toronto	Kiosk	Australia
Ducinos Haite	Corporate Centers	Lending Operations	Investment Operations
Dasilless Ollis	Retail Banking	Trading Operations	

Examples

	Network Service Management: A. Supplier's responsibilities to provide the Services will	
	include:	
Ter	the Network.	Configuration Management, Service Desk Reporting
m She	ii. Supplier will act as a single point of contact for the management of the Network.	Network Operations
et	iii. Supplier will maintain Equipment inventories, locations lists, Network diagrams and other Network documentation and information.	Configuration Management, Infrastructure Architecture, Network Engineering
	iv. Supplier will provide such information to Client in an online, self-service, electronic Web format available to Authorized Users.	Service Desk Reporting, Operational Interaction
	1100	

Value Chain Processes

Figure 11

							1208		"Process Engineering" as it relates to the Services includes, but is not limited to, those	activities necessary to continuously maintain the underlying work processes of the Services	(and how they interface with Client's business processes) at a best-in-class level. Such	activities include:	continuous de applicable process objectives (e.g., cost reduction, output speed, coality improvement, etc.)		3. Identifying the business processes dependencies	4. Identifying technology and other changes to the Services that require the design of		6. Designing new processes to produce the desired objectives		write-ups, etc. 8 Prototyping or testing the new processes before wide-scale release	9. Developing the resource requirements and functional roles of the personnel to		10. Designing the organizational changes necessary to achieve the desired outcome	in. Emigricing processing capabilities and emidencies unough system tuning and other run-time improvements	12. Specifying the technology and/or other enabler requirements in support of new		13. Performing a risk assessment of the process, organizational, technological or other	ciangas associated with the processes	•••	
1202 4200	,	7	1			700	100																							ပ
-	RELATE	Relationship Management	Customer Management	B2B Management	DEVELOP	Requirements	Identify and Document Requirements	Refine Requirements	Estimate Time and Resources	Requirement Approval	Enterprise Architecture	Information Architecture	Application Architecture	Infrastructure Architecture	Security Architecture	5 Operations Architecture	Standards	Architecture Approval	Engineering	Application Engineering	Platform Engineering	Network Engineering	Process Engineering	5 Engineering Approval	Qua	Functional Testing	Non-Functional Testing	Acceptance Testing	CONTACT	1206
	_	1.1	1.1.1	1.1.2	7	2.1	2.1.1	2.1.2	2.1.3	2.1.4	2.2	2.2.1	2.2.2	2.2.3	2.2.4	2.2.5	2.2.6	2.2.7	2.3	2.3.1	2.3.2	2.3.3	2.3.4	2.3.5	2.4	2.4.1	2.4.2	2.4.3	ဗ	•••

Figure 12

	ENABLING ELEMENTS	Middleboxes	ATM Switch	Statistical Multiplexers	FRAD	Router	LAN Switch	LAN Hub	FEP	Firewall	Gateway	PAD	Cache	Link and Link Devices	WAN Circuit	MAN Circuit	LAN Cabling	1 Vertical	Porizontal Horizontal	Modem	DSU and CSU	PSU	DWDM Media Access	Patch Cords	Environmental Equipment	I UPS		Equipment Racks
	۳	3.1	3.1.1	3.1.2	3.1.3	3.1.4	3.1.5	3.1.6	3.1.7	3.1.8	3.1.9	3.1.10	3.1.11	3.2	3.2.1	3.2.2	3.2.3	3.2.3.1	3.2.3.2	3.2.4	3.2.5	3.2.6	3.2.7	3.2.8	3.2.9	3.2.9.1	3.2.9.2	3.2.9.3
— 1302			/ 0001	1306	•						1304	<u>\</u>							٠			1308)		1310			
	SERVER ELEMENTS	Centralized Application	Distributed Application	Data Base	Mail	Print and Store	Voice	IVR	PBX	ACD		APPLICATION ELEMENTS	SAP	PeopleSoft	Financials	Human Resources	Oracle	Financials	Siebel	Sales	Marketing		3rd PARTY ELEMENTS	Client Specific – TBD		REAL ESTATE ELEMENTS	Client Specific – TBD	
	2	2.1	2.2	2.3	2.4	2.5	2.6	2.6.1	2.6.2	2.6.3	•	4	4.1	4.2	4.2.1	4.2.2	4.3	4.3.1	4.4	4.4.1	4.4.2		9	5.1		9	6.1	
1300	CLIENT ELEMENTS	PC	Desktop	Corporate Desktop	Notebook	Telephone	Digital	VoIP	Mobile	PDA	Standalone	Blackberry	Pager	Printer	Networked	Personal	Retail Banking	ATM	CDN	PIN Pad	i			▶ Windows 2000 @ N-1		► Lotus Notes @ N-2		\ 1312
	1 0	1.1	1.1.1	1.1.1.1	1.1.2	1.2	1.2.1	1.2.2	1.2.3	1.3	1.3.1	1.3.2	1.3.3	1.4 F	1.4.1	1.4.2	1.5	1.5.1	1.5.2	1.5.3		Attributes .	. compares .	▶ Refresh Rate: 3 yrs.	Under Warranty			

Figure 13

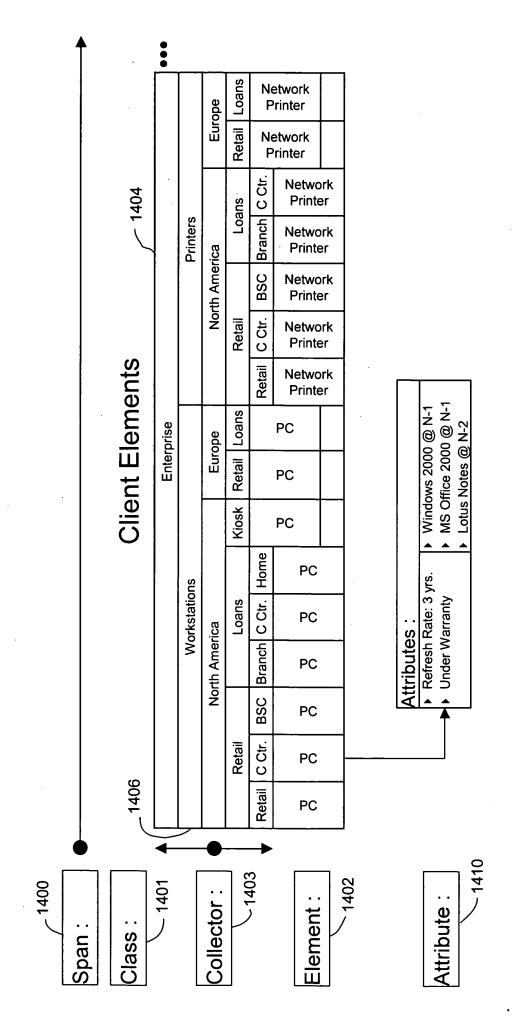
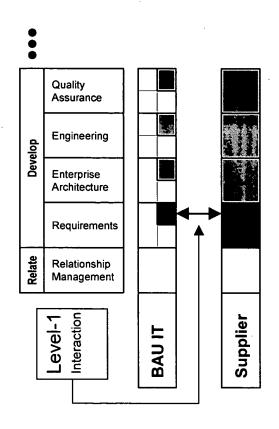


Figure 14

Figure 15



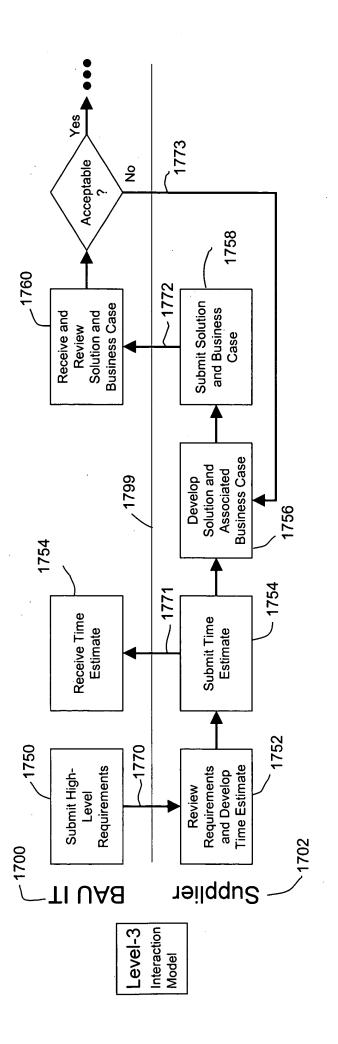


Figure 17

	Interaction Template
Description	▶ Description of the interaction
	▶ Supplier → Customer
Direction	➤ Customer → Supplier
	▶ Customer + Supplier
Dolout Actors	► Client (names and/or positions)
Relevant Actors	► Supplier (names and/or positions)
Contonts	▶ Description of document (e.g., text, sample forms, table of contents)
Concents	► Description of meeting (e.g., agenda)
Format	► Document (e.g., paper, electronic)
romat	► Meeting (e.g., telephone, video, in-person)
Eroning of October	► Recurring (e.g., weekly, monthly, etc.)
riequeitos of occurrence	▶ Ad-hoc
botoons cacitoret	▶ One
itel ations Expected	► Multiple (provide number)
Service Measures	► Description of measures (e.g., temporal, availability, quality)



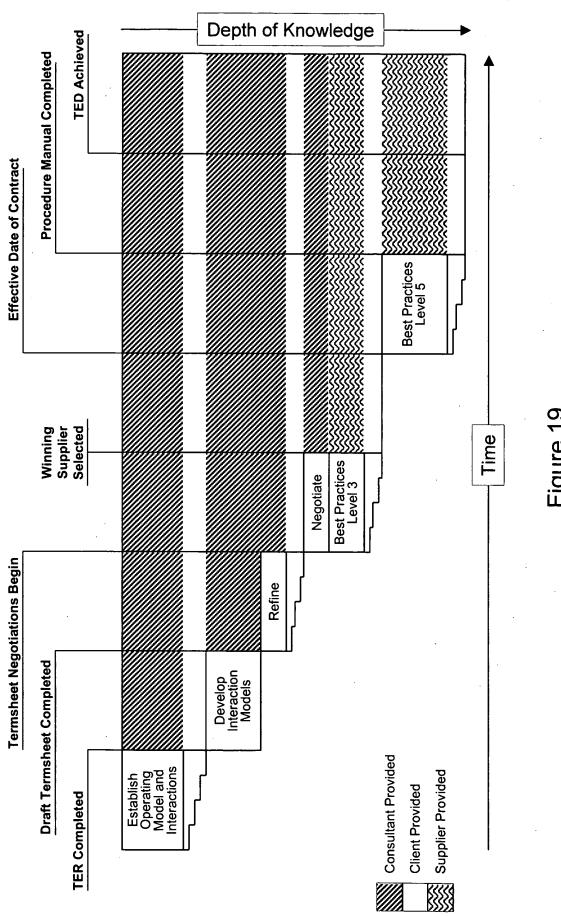


Figure 19

	And	%	100%	
	Ar	Value	2	
vel	For	%	%56	100%
Service Level	F(Value	-	10
Se	ين اغزادا ل	Qualifie	VI	VI
	: -	OFFIL	Business Days	%
	Ţ	adk i	Temporal Business Days	Quality
Service Measure	: ::::::::::::::::::::::::::::::::::::	רפווווווווווו	Means the elapsed time between when a Client submits a request for systems and/or data access rights, and the moment that Supplier grants such access rights.	Business Means, for all solutions delivered Solution by Supplier in response to high-Inaccuracy level business requirements, the percentage of such solutions rejected by Client as either insufficient or not adequately addressing the requirements.
	N.C.		5.4.3 Access Request Time	2.1.1 Business Solution Inaccuracy
	7,0	E	5.4.3	2.1.1

Figure 20

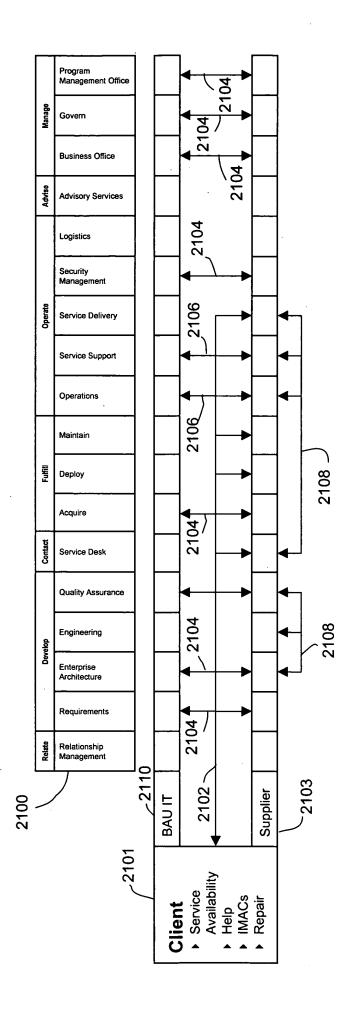


Figure 21

				Service Levels	Levels		
			Retail	tail	Loans	ıns	
	Service Measures	Enterprise	North	Firence	North		Kiosk
			America	Europe	America	edoina	
1	RELATE						
1.1	Relationship Management						
1.1.1	Customer Management						
1.1.2	B2B Management						
2	DEVELOP	· ·					
2.1	Requirements						
2.1.1	Identify and Document Requirements						
2.1.2	Refine Requirements						
2.1.3	Estimate Time and Resources						
	Business Solution Delivery Time	/000 <					
	Accuracy	2 30 %					
2.1.4	Requirement Approval						
	Business Solution Inaccuracy	< 10%				≤ 2%	
2.2	Enterprise Architecture						
•							

Figure 22

•		Europe	Loans		twork rinter																				
		ĒŪ	Retail		twork rinter																				
			Loans	C Ctr.	Netwo Printo																				
	Printers	<u>8</u>	Los	Branch	Netwo Printe																				
		North America		BSC	Netwo Printe													•							
		2	Retail	C Ctr.	Netwo Printe										•										
				Retail	Netwo Printe																				
Enterprise		Europe	Loans		PC																				
Ente		Eur	Retail		PC																				
			Kiosk		РС																				
	<u>ا</u>			Home	PC																				
	Workstation	ig	Loans	C Ctr.	PC																				
	>	North America		Branch	PC																				
		ž		BSC	PC																				
			Retail	C Ctr.	PC																				
		L,		Retail	PC																				
	Network Charge	,	HDeskton Charge		Compute Charge	7	RELATE	Relationship Management	Customer Management	B2B Management	DEVELOP	Requirements	Identify and Document Requirements	Refine Requirements	Estimate Time and Resources	Requirement Approval	Enterprise Architecture	Information Architecture	Application Architecture	Infrastructure Architecture	Security Architecture	Operations Architecture	Standards	Architecture Approval	
>						-]	1	1.1	1.1.1	1.1.2	2	2.1	2.1.1	2.1.2	2.1.3	2.1.4	2.2	2.2.1	2.2.2	2.2.3	2.2.4	2.2.5	2.2.6	2.2.7	

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Start Page		Service Levels 📲 Suppliers	e Level		Sup	plers	> •	Value Chain		Activity		Organization	mization		n luter	Interaction Model	- Fage		Interaction Overview	m Over	view	Actors	ctors		×
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2404) Customer Segments	Supplier Management	Sdequirements	srut)stirlərA	sbrebne \$2	bns ngizəd gnivsənign3	IMAC	Help Desk	Local Area Aervices	Metropoliten Area Services	Wide Area Services	Internation Services	Intrnet Services	SYA Logical Network	SELAGIS	Desktop Software	Devices	(JDN) snoitserago	Security .	Project Management Project Management		Management ruman Resources	bns sonsnii	Administration Asset Tracking	lstoT ·	and the sense the sense for the sense of the
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Figure 24

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